

Application No. 09/591,147

CT01

IN THE CLAIMS:

1. (canceled)

2-8. (withdrawn)

9. (currently amended) ~~A~~ mMethod of performing conflict resolution, the method comprising the steps of:

- (a) randomly assigning a plurality of group participants into a first group, a second group and a third group;
- (b) selecting a plurality of chorus participants to act as a chorus;
- (c) directing group participants into spaces based on the group assignments from step (a);
- (d) allowing conflict interaction between the group participants in at least one initial boundary space;
- (e) having the plurality of chorus participants provide a commentary as step (d) takes place;
- (f) rotating the group participants such that said first group becomes said second group, said second group becomes said third group and said third group becomes said first group;
- (g) assigning the plurality of chorus participants into one of the first, second and third groups;
- (h) selecting new chorus participants;
- (i) repeating steps (d) and (e);
- (j) repeating steps (f), (g) and (h);
- (k) repeating steps (d) and (e);
- (l) and having all the participants discuss the first, second and third groups and at least one ~~the~~ conflict interactions.

10. (currently amended) The method of claim 9, wherein step (l) includes:

- (m) each of the first, second and third groups discussing amongst themselves;
- (n) and breaking each of the first, second and third groups into smaller groups and having at least one further discussions.

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11. (previously added) The method of claim 10, further comprising the step of:
- (o) having each participant complete an evaluation form including what each participant has learned during steps (a)-(n).
12. (previously added) The method of claim 9, further comprising the step of:
- (p) wherein in steps (e), (i) and (k) the commentary is given to an organizer who has organized and monitored the conflict resolution process.
13. (currently amended) The method of claim 11, wherein the evaluation form is substantially a Likert-type form.
14. (currently amended) The method of claim 9, further comprising the step of:
- (q) providing additional time for a plurality of follow-up issues.
15. (currently amended) The method of claim 9, further comprising the step of:
- (r) discussing a plurality of follow-up issues during an additional time allotment.
16. (currently amended) The method of claim 9, wherein the at least one conflict interaction concerns at least one workplace issue. plurality of group participants are assigned to exactly three groups.
17. (new) A method of facilitating conflict resolution concerning a business, comprising:
- randomly assigning a plurality of group participants into a first group, a second group and a third group;
 - selecting a plurality of chorus participants to act as a chorus;
 - directing group participants into spaces based on the group assignments;
 - allowing conflict interaction between the group participants in at least one initial boundary space;

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having the plurality of chorus participants provide a commentary as the previous step takes place;

rotating the group participants such that said first group becomes said second group, said second group becomes said third group and said third group becomes said first group;

assigning the plurality of chorus participants into one of the first, second and third groups;

selecting new chorus participants; and

encouraging a plurality of the participants to discuss at least one conflict interaction.

18. (new) The method of claim 17, wherein the conflict interaction also concerns work productivity.

19. (new) The method of claim 17, wherein the conflict interaction also concerns workplace violence.

20. (new) The method of claim 17, wherein the conflict interaction also concerns a work situation.